



# PRACTICE TAKES BACK CONTROL OF ITS FINANCES

Lauren O'Brien, the billing manager at New England OB/GYN, faced issues with outsourcing the practice's billing needs.



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## CHALLENGE: NO CONTROL OVER FINANCES WITH THIRD-PARTY BILLING COMPANY

Lack of control with outsourced billing	→	"It was very challenging with our old system. We didn't have a lot of control over our claims...and we basically felt like we were constantly looking for and finding problems that we didn't know about."
Unreliable	→	"[Some of the] mistakes made by the old company, we missed entirely, which really affected our financials."
Wanted to transition to in-house billing	→	"We were looking to create our own billing staff and handle our own posting and claims."

## SOLUTION: CARETRACKER PRACTICE MANAGEMENT

Efficient	→	"We liked...all the control we have over all of our claims, that we get to see everything, right down from a denial to the EOPs and really got to dig into everything."
Support	→	"We liked the fact that we could do either one. We could have full control [over our billing] and say, 'Can you help us with this part of it?' I think that pretty much sold us on choosing CT PM."
Experienced implementation team	→	"The whole team was very supportive. They're always reachable, very knowledgeable. The training with CT PM is really good. They gave us every scenario they could possibly think of."
Ease of use	→	"It's really easy-to-use CT PM. Very easy-to-learn."

## RESULTS

- ✓ Lauren O'Brien and the staff at New England OB/GYN transitioned to managing their billing in-house.
- ✓ Practice utilizes a patient portal, allowing them to easily set up payment plans with patients.